

## Report

# 36th NATIONAL EXTERNAL ASSESSORS' TRAINING On NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

27<sup>th</sup> May to 1<sup>st</sup> June 2024



**National Health Systems Resource Centre  
Ministry of Health & Family Welfare, New Delhi**

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## **INTRODUCTION**

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving Quality Assurance in Public Healthcare Facilities', which suggests an institutional framework for Quality Assurance in states, districts, and facilities. This system requires the assessment of health facilities internally by the facilities and the district teams followed by the State and National level.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of Quality assessors for which Six-day NQAS external assessor training was organized from **27th May to 1st June 2024**. The Training Module was designed with a view to enable the trainees for assessment of the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

This report, therefore, provides information about how the six days workshop was conducted, lessons learnt and way forward for improving the Quality in public health facilities in India. (Agenda attached as Annexure I).

Total of 59 participants attended the training (The list is attached as Annexure II). The participants were Government participants and National Mentors for CHO mentoring program. The training was participatory in nature. All the participants were divided into seven groups based on gender ratio, geographical areas, and organization capacities to maintain the equilibrium in the groups. (List is attached as Annexure -A).

The sessions during the training were divided into five days followed by post-training evaluation on the last day. Each day is divided into two parts, sessions followed by exercises. Sessions describe about all Areas of Concern, Standards, Measurable Elements, Checkpoints, and as mentioned in the Assessors Guidebooks of NQAS. Exercises in the training led to healthy brainstorming of the participants and made the concepts clear and understandable. At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as Annexure -B) Also, each group is scored based on their performance in the exercises on each day (List attached as Annexure -C). On the fifth day all the participants were divided into eleven groups and all the participants visited two district hospitals of Delhi State and three AAM-SC in Gurugram, Haryana. Lastly, on day 6<sup>th</sup> a written post-evaluation exam was undertaken at the end of the training as per the schedule, the participants who scored 70% and above marks are empaneled as external assessor. A total of 62 participants appeared in post-training evaluation exam (3 re-appeared-Annexure-III). The list of passed candidates is attached as Annexure -IV.

Overall feedback of the training is 4.32 out of the 5 (scoring on Likert scale of 5).

## **AIMS AND OBJECTIVES OF TRAINING**

The aim of the training was to strengthen the knowledge, skills and assessment capacities of the participants to assess the public health facilities under NQAS. The specific objectives are as follows:

1. To create a pool of Qualified assessors for undertaking Quality assessments at state and national level under NQAS.
2. To make prospective assessors aware of National Quality Assurance Program for public health facilities
3. To equip participants with knowledge of key concepts of Quality, Quality tools, and methodologies for Quality improvement.
4. To enhance the skills of participants to conduct objective assessment of healthcare facilities against predefined standards.
5. To provide understating of the the quality measurement system for NQAS.
6. To impart knowledge regarding fundamental principles for assessment and global best practices.
7. Understanding of Area of Concern wise standards and measurable elements for different levels of healthcare facilities.
8. To provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
9. To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback
10. To instigate and strengthen the behavioral and attitudinal values of an independent assessor
11. To impart necessary skills for professional report writing
12. To provide working knowledge for using IT enabled tools for assessment



## **PREPARATION**

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in two (02) District level health facilities in Delhi and three (03) AAM-SC in Gurugram, Haryana which provided the participants a platform to conduct assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

### **List of facilities visited during field visit:**

<b>Group</b>	<b>District</b>	<b>Name of Health Facility</b>	<b>Address</b>
1 to 4	Shahdara, Delhi	Guru Teg Bahadur Hospital	Dilshad Garden, New Delhi
5 to 8	North Delhi	Hindu Rao Hospital	Malka Ganj, New Delhi
9	Gurugram	AAM SC Sikanderpur Badha	Sikanderpur, Gurugram
10	Gurugram	AAM SC Baslambi	Baslambi, Gurugram
11	Gurugram	AAM SC Wazirpur	Wazirpur, Gurugram

The following materials were distributed:

- a) A bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- b) National Quality Assurance Standards for Public Health Facilities (2020)
- c) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- d) Assessors Guidebook for Quality Assurance in CHC
- e) Assessors Guidebook for Quality Assurance in PHC
- f) Quality Standards for Urban Primary Health Centre
- g) Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- h) LaQshya Guideline
- i) MusQan Guideline
- j) Incentive to Public Health Facilities KAYAKALP -2021

- k) SaQushal
- l) Concept Note

## **METHODOLOGY**

A mix of methods were used for the 36th NQAS External Assessors' Training Workshop. They are as follows-

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit

## **PRE TRAINING EVALUATION**

At the onset of NQAS External Assessors' Training, the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple-choice questions. 59 participants have appeared in the examination.

## **INAUGURAL SESSION**

The External Assessor Training started by Welcome address and introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by address by chief guest, Dr G B Singh, Advisor, CP-CPHC Division, NHSRC.

Training started with Lamp lighting ceremony and Address by Chief Guest for the inaugural session Dr G B Singh, Advisor, CP-CPHC, NHSRC his address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He conveyed that these 6 days of training would be an enriching experience for all.



After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. After the introductions by the participants, Vote of Thanks was given to the dignitaries which were followed by Technical sessions.

## PRESENTATION BRIEFINGS

DAY 1- 27<sup>th</sup> May 2024

### Session 1: - Overview of Quality in Public Health System

The First Session of the Day 1 was on the “Quality in Public Health System in India”.



The session was delivered by Dr. J N Srivastava (Advisor QPS). He started with the requirement expected of the participants in the training as well as the appeal process in the system to make the training successful.

Dr. Srivastava told about the Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after the Alma Ata Declaration and the

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National Health Policy. Then he told the participants about Primary Care in the Nineties. He briefed that India is facing a dual burden and how the government is managing it currently. He further explained National Health Mission, its structure, 5 key pillars and their implications.

Dr. Srivastava laid emphasis on the high mortality due to the low quality of health system and the need to improve the health system through the implementation of NQAS standards. While giving an overview of NQAS he talked about the journey of Quality Assurance in which he explained the historic perspective of the accreditation process. He also explained that National Health Mission, NQAS is based on the Donabedian Model of QoC and are available for DH, CHC, PHC, UPHC, AAM (SC) to improve the health care services.

Dr. J N Srivastava also briefed the participants about the ISQua Accreditation of the NQAS. He explained the participants about the possible role as trained NQAS assessors and touched upon Kayakalp Initiative.

He also briefed the participants about the role of External assessors' and training norms and complaints and appeal process in regard to the training as per the ISQua Protocols.

## **Session 2: - An Introduction to National Quality Assurance Standards**

The second session was taken by Dr Deepika Sharma (Lead Consultant- QPS) on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. She briefed the participants about the books to use as a guide for reference. She gave a comparative overview of the standards which are applicable at different level of Health Care Facilities.



### **Session 3: Measurement Systems under National Quality Assurance Standards**

Ms Vinny Arora (Lead Consultant- CU) took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of her session was to understand the architecture- the layout & design of different components of NQAS, comprehend area of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, complete clarity/ understanding of scoring rules and get acquainted with assessment protocol.



She talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. She made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating she talked about the relationship between these various components. She talked about the compliance as well as scoring rules. She gave an overview of the departmental checklists that are available for different level of healthcare facilities.

### **Session 4 : - Brief and Objectives of the exercise**

Dr Deepika Sharma gave brief introduction about the exercises, and guide the participants about the intent and conduct of the exercises pertaining to the sessions conducted in the morning of DAY 1 of the training.

Participants were divided into seven groups for the exercises. Each group was asked to undertake the exercises individually in a time bound manner which was followed by group discussions. Participants attempted the exercises in the DAY 1 workbook

Each group was monitored and supported by 7 Consultants from the QPS division of NHSRC





## **DAY 2- 28<sup>th</sup> May 2024**

The 2<sup>nd</sup> day of training started with recap of the sessions from Day 1. Dr. Chinmayee Swain, Sr. Consultant, QPS Division, NHSRC briefed the participants on the learnings/takeaway lessons from Day 1, brief of the sessions was also prepared in form of a PowerPoint presentation to enable the participants to recollect and reconnect to the day 1 easily. In addition to this, she also discusses keywords and provides examples of how to navigate through books using them.

### **Session 1 : - Service Provision under NQAS Framework**

Dr. Chinmayee Swain took the first session of Day 2, for Service Provision under NQAS Framework. She explained how to assess the facility as per the six standards under area of concern A and gave a comparative overview of the Service provision in different types of Health Care facilities. She explained about checking the availability of services as per the scope of facilities.



### **Session 2 : - Patients' Rights under NQAS Framework**

The second session of Day 2 was taken by Dr Abhay Dahiya (Consultant QPS). He talked about the patient's Rights and their fundamental responsibilities. He briefed about the six standards those accompanies:

- Availability of Drugs, Diagnostics, Doctors and Devices
- Accessibility in terms of physical access, financial access, information, and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity, and courteous behavior.
- Affordability in terms of the services entitled as per the government schemes
- Briefing about the identification, reporting and resolution of ethical issues.



### **Session 3 : Inputs under NQAS Framework**

The third session of Day 2 was taken up by Dr. Anupjyoti Basistha (Sr Consultant QPS-RRC-NE). Area of concern C covers the structure part as per Donabedian model- structure,





process and outcome. And this is the only Area of concern that details about the structure component in Health facilities under National Quality Assurance Standards. In this session she gave brief overview of Physical safety, Fire safety and competence assessments etc.

#### **Session 4: Support Services under NQAS Framework**

Mr. Ranjith Menon (Health Services Quality Assurance Specialist-ADB) took this session and started the presentation by explaining why support services are important under NQAS framework. He explained that support services are the backbone of hospital operations which are usually the most neglected area in public hospitals. He laid emphasis on how support services directly and indirectly lead to poor quality of services for example poor upkeep of facility, long down time of equipment and little effort in process improvement may give high & visible results to clinical care.



He gave the brief description of all the 12 standards under support services and gave glance of comparison of standards as per the level of facility.

#### **Session 5: Clinical Services under NQAS (General Clinical Services)**

Dr. Annapoorna KN took this session and talked about the general clinical services in which she discussed standards E1 to E9 which cover the processes implemented in the hospital commencing from registration of patient followed by consultation & admission, Clinical assessment & reassessment, Continuity of care and referral till the Discharge of patient.



#### **Session 6: - Exercises & discussion with moderator : Area of Concern (A, B, C & D)**

After the brief discussion on the intent of Aoc A to Aoc D; exercises was supported and guided by the moderators. Participants were asked to give answers on the basis of discussion with respective participants in the groups.



Slides were shown to the participants one by one for Area of Concern D. All the groups were given scores for their responses.

### **DAY 3- 29<sup>th</sup> May 2024**

The 3<sup>rd</sup> day training started with a recap of the last day sessions by Dr Abhay Dahiya, Consultant, QPS, NHSRC.

#### **Session 1: Quality Management System-I**

Dr. Deepika Sharma Lead Consultant, QPS took this session. Through this session, she explained about the Quality management in a facility and how a facility can improve its process and achieve Quality improvement. She briefed to identify the problems and using Quality tools how can the Quality teams achieve the target of providing quality services to the population near the health care facility.



Presentation made it clear how employee satisfaction and patient satisfaction can play important role in quality improvement of a facility. Having Quality checks in the laboratory can improve the quality of diagnosis, having written and implemented procedures, records & formats, and work instructions can give a wide spectrum to the employees to improve their knowledge and skills. Using the quality tools to identify and solve the problems, conducting various audits with their analysis, preparing a strategic plan to achieve the mission and vision of the facility.

#### **Session 2:- Specific clinical services under NQAS (E17-E19)**

The session was delivered by Dr Anupa Khanna Vig External faculty (Public Health Consultant). She talked about Standard E17 to E19 focusing on Maternal Health Services including Antenatal, Intranatal, and Postnatal Care. She also explained about the LaQshya programme, its importance and implementation.



#### **Session 3:- Specific clinical services under NQAS (New born, child health, Adolescents health and Family Planning Services E20-E22)**

This session was delivered by Dr. Anupa Khanna Vig. She talked about Standard E20 focusing on Child Health Services including immunization,

LBW, neonatal asphyxia, sepsis, jaundice, Severe acute malnutrition, diarrhoea and breastfeeding practices for new born & infants. She also explained about MusQan programme, its importance and implementation. She talked about Abortion and family planning services at healthcare facilities. She explained the counselling services, spacing and limiting method service es availability.



#### **Session 4: - Specific Clinical Services I under NQAS**

The session was delivered by Dr. J N Srivastava. He talked about the general clinical services in which he discussed standards E10 to E16. He elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and End-of-life care and death. He gave a comparative view of the standards applicable at different level of health care facilities.

#### **Session 5: Infection Prevention under NQAS**

Dr. Neeraj Gautam (Senior Consultant- CU) explained about the infection control practices. He made the understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control, and biomedical waste management. He also explained about how these standards are distributed in different checklists and things to be kept in mind while assessing the standards. He also gave an overview of the standards at various levels of the facility.



#### **Session 6: Exercises on Area of concern E**

The group exercises were monitored by moderators where all the participants were given the exercise sheet and scoring was done by the moderators.





## DAY 4- 30th May 2024

The 4<sup>th</sup> day training started with recap of the last day sessions by Ms Rachana, Consultant, CU-QPS, NHSRC

### **Session 1 : Quality Management System Session II**

Dr. Deepika Sharma took this session. Through this session she explained the risk management (Existing and potential risks) in the health care facilities, how to assess, report, evaluate and manage the risks as per risk management plan and talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.



### **Session 2: Outcome indicators under NQAS**

Dr Vineeta Dhankar took a session on the outcome indicators. She highlighted the difference between the KPIs and outcome indicators and also emphasized the departmental indicators to be monitored under NQAS and also the data sources.



### **Session 3: NQAS Assessment at Ayushmann Arogya Mandir- Sub Health Centre**

To give a clear picture on key interventions at Health & Wellness Centers-SCs, Dr Ananth Kumar, Lead Consultant-CP-CPHC took the session. He delivered the information about

how the "AYUSHMAN BHARAT YOJANA" is working in fulling of "Universal Health Coverage" with holistic approach. In key elements, he mentioned Comprehensive primary care, Service for All & Continuum of Care. She also discussed about operationalization criteria of AB-HWCS and on Expanded range of Service Delivery.



He detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation, She detailed about availability of human resources and Tele-Consultation Services. She gave emphasis on standards D3 and D5 of the Health and Wellness Centre i.e. Progressive use of digital technology and patient support groups. In the end, He delivered the information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs.

### **Session 4: Overview of National Health Programs under NQAS**

Dr. Utsuk Dutta, External Faculty – Consultant NIHFV, took this session. Through this session he explained about the Quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP.

Under communicable disease he covered following programs:

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control Program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme



**Under non-communicable disease he covered the following programs:**

- National Programme Non-communicable diseases
- National Tobacco Control Programme
- National Mental Health Programme
- National Programme for Control of Blindness

- National Programme for Prevention and Control of Deafness
- National Programme for the Health Care of Elderly
- National Oral Health Care Programme

He gave the brief description about the Integrated Health Information Platform (IHIP) programs. He explained about the difference between old and new IDSP portal.

### **Session 5: - Conduct of National Assessment and Conflict Resolution**

Session on ethical issues was taken by Dr Neeraj Gautam. He started with the principles of assessment: Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.

He also discussed about some ethical issues that has been raised by states during the external assessment. He also explained about the process of de-empanelment of assessors and current status.



### **Session 6: Key components of Report writing**

Dr Ranjeet Kumar Mandal Sr Consultant Certification Unit took this session and discuss issues related with the report writing, ideal way of making assessment report, common mistakes during report writing and basic principle for report writing.



### **Session 7: Continual Quality Improvement in NQAS assessed facilities and Action Plan**





This session was taken up by Dr Abhay Dahiya, Consultant QPS. He oriented the participants about assessment process, gap finding, action plan and mitigation process. He also discusses the difference between, Continual and Continuous quality Improvement and their components

He also highlighted the PDCA approach and importance of sustainability of NQAS standards

### **Session 8: Briefing about the field visit & Group work**

Dr Naveen Kumar Consultant QPS briefed the participants about the field visit and gave the instructions for the field visit. He briefed the participants about the DH & AAM-SC selected for the field visit and divided the participants into eleven groups. Each group had team coordinator from NHSRC team who was responsible for the coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. Mr Anand also emphasized on the rules to be followed during the field visit.

### **DAY 5 – 31<sup>st</sup> May 2024 Field Visit**

On 5<sup>th</sup> Day, the participants were assembled at NHSRC, New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health care facility. The team members and assigned Departments were as follows: -

Hospital	Group Number	Participants	NHSRC Facilitators
Guru Teg Bahadur Hospital	Group-1	Dr. Himangshu Patowary	<b>Dr Priyam Deb</b>
		Dr Vineet Kumar Pathak	
		Ms Devi Priya T	
		Dr. Rupam Choudhury	
		Dr. Sadhan Bora	
		Dr.Ram samujh chaudhary	
	Group-2	Dr Chandan Sharma	<b>Mr Abhishek Pharmacy</b>
		Dr Shiji P J	
		Dr Ravi Shankar	
		Dr Neelam Narayan Bansode	
		Dr Pranjal Protim Gogoi	

	Group-3	Dr.T.Vasundhara Tulasi	<b>Mr Anubhav Maternity Ward</b>
		Lt Col Lovely Antony (Retd)	
		Ms Melozina Leezum Lepcha	
		Dr Momraj Ali Sheikh	
		Dr. Rajesh Kumar Pandey	
		Dr Prakash D Vaishnav	
		Ms Edwina Pereira	
	Group-4	Sanjeeta Kumari Yadav	<b>Mr Ranjith R Menon Laboratory</b>
		Ms Binati Behera	
		Dr Tauqeer Nabi	
		M.S. Sathyavathi	
		Ms Kunche Hannah Jayaseeli	
Hindu Rao Hospital	Group-5	Ms Nightingale.M	<b>Dr Annapoorna K N Labour Room</b>
		Dr.Mahadeo B Shinde	
		Ms Maryann Washington	
		Dr Shashidhara YN	
		Ms Sheela C	
	Group-6	Dr Hariom pandey	<b>Dr Neha Pediatric OPD</b>
		Ms Chris Hepzibah	
		Dr. Prof. Pratibha Athare	
		Ms Greeda Alexander	
		Dr. Shobha Gaikwad	
	Group-7	Dr Arif Beg	<b>Ms Sherin Pediatric Ward</b>
		Dr.Tariq Iqbal	
		Dr. Satish Pant	
		Dr Sachendra Raj	
		K. Nesam Chritina	
	Group-8	Dr. Samipjyoti Bora	<b>Mr Anand Yadav IPD</b>
		Dr Priyanka Tripathi	
		Dr Anurag Gautam	
		Dr Brijesh	
		Prof. (Dr.) Anil Kumar Sharma	
AAM-SC Sikanderpur, Baslambi, Wazirpur	Group-9	Dr. Jahanara	<b>Dr Ratan Shekhawat</b>
		Dr Sandhya Gupta	
		Dr.Angshuman Nag	
		Dr Suryanshu Ojha	
		Dr Pramod Kumar	
	Group-10	Dr. Nishat Anjum	<b>Ms Tripti</b>
		Dr. Rinku Ranjan Borah	
		Dr. Ambrish Rai	
		Dr Reeta Dar	
		Dr. Harish C. Thapliyal	
	Group-11	Dr Shailesh Haribhau Khnadare	<b>Dr Tanya</b>
		Dr Vijayalaxmi S N	
		Dr Preeti S. Punatar	
		Dr Ashutosh Pratap Singh	
		Dr Amit Shukla	
		Ms Jufin Sultana	



This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

**Presentations on the field visit:** - All the eleven teams presented on the respective departments those were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.



## DAY 6- 1<sup>st</sup> June 2024

### Recap & Revision of National Quality Assurance Standards

Ms Vinny Arora took this session as a Quiz about the AOC, Standards, Departments under NQAS, which made many things easy and clear to the participants. The participants understood the key concept of NQAS through this session which helped them to prepare for the exam. Participants felt motivated as well as confident after this session to appear in the exam.

## EVALUATION

Participants underwent an evaluation on 6<sup>th</sup> day based on the 6 days of training. They were given a Question paper with multiple-choice questions, case study & descriptive questions. There was total five sets (each participant having a different set). In addition to these participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in the form of gap statement.

## VALEDICTORY

Dr. J N Srivastava delivered the Valedictory address. He thanked all the participants for their overwhelming participation and sincerity towards the training.

Few participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learned here they will implement in their facilities.

## FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day 1	4.72
Day 2	4.33
Day 3	4.49
Day 4	4.39
Day 5	4.50
Day 6	4.76

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.64
Dr. Deepika Sharma	4.63
Ms. Vinny Arora	4.77
Dr. Chinmayee Swain	4.57
Dr. Annapoorna K N	4.30
Dr Anupjyoti Basistha	4.24
Dr. Abhay Dahiya	4.48
Mr. Ranjith Menon	4.25
Dr Neeraj Gautam	4.59
Dr. Vineeta Dhankhar Shah	4.42
Mr Anand Yadav	4.43
Dr Ranjeet Mandal	3.79
<b>External Faculty feedback</b>	
Dr. Utsuk Dutta	4.69

Dr. Anupa Khanna vig	4.29
Dr Ananth Kumar	3.96

S.No.	Most Liked Sessions	Trainer
1.	Measurement System under NQAS	Ms Vinny Arora
2.	Overview of National Health Program under NQAS	Dr Utsuk Dutta
3.	Overview of Quality in Public Health System	Dr J N Srivastava

Although most of the participants were from various domains of the Healthcare System ranging from Clinician, Healthcare Education and so forth; they all participated and came forward to deliver the vote of thanks to Quality and Patient Safety Division of NHSRC. They expressed their satisfaction with the training. They have learned many new subjects, acquired several new technical skills and improved another group of existing skills. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / hospitals.

## SUGGESTIONS BY PARTICIPANTS

S.No.	SUGGESTIONS TO IMPROVE TRAINING
1	Field visit to tertiary care hospitals to be avoided.
2	Pre-training virtual orientation about training and NQAS
3.	Sharing of training exercises so that they can use them to teach and learn.
4.	More time for sessions
5.	Avoid using plastic water bottles during the training.



## Day Wise Evaluation Analysis (Day 1 to Day 4)

### Group Exercise Scoring Sheet of the participants: -

Name	Exercise-1 "Area of Concern" Score of out of 10	Exercise - 2 "Measurement System" Score of out of 10	Exercise-3 "Area of Concern A & B" Score of out of 10	Exercise-4 "Area of Concern C & D" Score of out of 10	Exercise - 5 "Quality Management System" Score of out of 10	Exercise - 6 "Area of Concern E" Score of out of 10	Exercise - 7 "Area of Concern G" Score of out of 10	Total of Exercises
Ms Devi Priya T	9	9	9	9	9	9	8.5	8.93
Dr. Himangshu Patowary	8.5	8.5	9	9	9	8.5	8	8.64
Dr. Rajesh Kumar Pandey	8.5	8.5	8.25	8.75	9	9	8.5	8.64
Dr Pranjal Protim Gogoi	9	9	9	8	9	8	9	8.71
Dr Momraj Ali Sheikh	9	9	9	9	9	9	8.5	8.93
Dr. Rupam Choudhury	8.5	8.5	8.5	8.5	8.5	8.5	9	8.57
Dr. Rinku Ranjan Borah	8.5	8.5	9	8	8	8	9	8.43
Dr.Angshuman Nag	9	8.5	9	8.7	8.9	8.8	9	8.84
Dr. Sadhan Bora	8.5	8.5	9	8.7	8.9	8.8	9	8.77
DR CHANDAN SHARMA	9	8.5	9	9.5	9.5	9	9	9.07
Dr. Samipjyoti Bora	9	8.5	9	9.5	9.5	9	8.75	9.04
Dr. Jahanara	9	9	9.2	9.2	9.2	9.2	9	9.11
Ms Jufin Sultana	9	9	9.2	9.2	9.2	9.2	9	9.11
Dr Ravi Shankar	8.25	8	9	9	9	8.5	8	8.54
Dr Pramod Kumar	8.5	8.5	8.75	8.5	9.5	8.5	9.5	8.82
Sanjeeta Kumari Yadav	9	9	9	9	9	9	9	9.00
Dr Sandhya Gupta	7	7	6	6	6	6	9	6.71
Prof. (Dr.) Anil Kumar Sharma	8.5	8.5	9.5	9.5	9	8.5	8.5	8.86
Dr Prakash D Vaishnav	8.5	9	9	8.7	8.9	8.8	9	8.84
Dr Preeti S. Punatar	9	9	9.2	9.2	9.2	9.2	9	9.11
Dr Vineet Kumar Pathak	8.75	8.75	8.5	9	9.5	9	9.5	9.00
Dr Reeta Dar	8.5	8	9	9.5	9.5	9	9	8.93
Dr Vijayalaxmi S N	8.5	8.5	9	9	9	8.5	8	8.64

Ms Kunche Hannah Jayaseeli	9	9	9	9	8	9	8.5	8.79
Ms Edwina Pereira	8.5	8.5	8.5	8.5	8.5	8.5	9	8.57
Ms Maryann Washington	8.5	8.5	9	8.7	8.9	8.8	9	8.77
Dr Shashidhara YN	9	8	9	9.5	9.5	9	8.75	8.96
Dr Shiji P J	9	9	9.2	9.2	9.2	9.2	9	9.11
Lt Col Lovely Antony (Retd)	8.5	8.5	9	9	9	8.5	8	8.64
Dr Shailesh Haribhau Khnadare	8	8.25	9	9.5	9	8.5	8	8.61
Dr Neelam Narayan Bansode	8.5	8.5	8.5	8.5	9	9	9	8.71
Dr. Shobha Gaikwad	9	9	9	9	9	9	8.5	8.93
Dr.Mahadeo B Shinde	8.5	8.5	9	9	9	9	9	8.86
Dr. Prof. Pratibha Athare	8.5	9	9	8.7	8.9	8.8	9	8.84
Ms Binati Behera	9	9	9.2	9.2	9.2	9.2	9	9.11
Ms Melozina Leezum Lepcha	8.5	8.5	9.5	8.5	8.5	8	9.5	8.71
Ms Nightingale.M	9	9	9	9	9	9	9	9.00
Ms Greeda Alexander	8.5	8.5	9	9	9	9	9	8.86
K. Nesam Chritina	9	8.5	9	8.7	8.9	8.8	9	8.84
Ms Chris Hepzibah	8.5	9	9	9.5	9.5	9	8.75	9.04
Ms Sheela C	9	9	9.2	9.2	9.2	9.2	9	9.11
M.S. Sathyavathi	8.5	8.5	8.75	8.75	9	8.5	9	8.71
Dr.T.Vasundhara Tulasi	8.5	8.5	9	9.5	9.5	9	9	9.00
Dr Amit Shukla	8.5	8.5	9.5	9.5	9	8.5	8	8.79
Dr Tauqeer Nabi	8.5	9	9.5	9.5	9	8.5	8	8.86
Dr.Tariq Iqbal	8.5	8.5	8.75	8.25	9	8.5	8.5	8.57
Dr.Ram samujh chaudhary	8.5	8.5	8.5	8.5	9	9	9	8.71
Dr Sachendra Raj	9	9	8	9	9	9	8.5	8.79
Dr Arif Beg	9	9	8	8	9	8	9	8.57
Dr Suryanshu Ojha	8.5	8.5	9	9	9	9	9	8.86
Dr Ashutosh Pratap Singh	8.5	8.5	9	9	9	9	9	8.86
Dr Brijesh	8.5	8.5	9	8.7	8.9	8.8	9	8.77
Dr Priyanka Tripathi	9	9	9	8.7	8.9	8.8	9	8.91
Dr Anurag Gautam	8.5	8.5	9	9.5	9.5	9	9	9.00

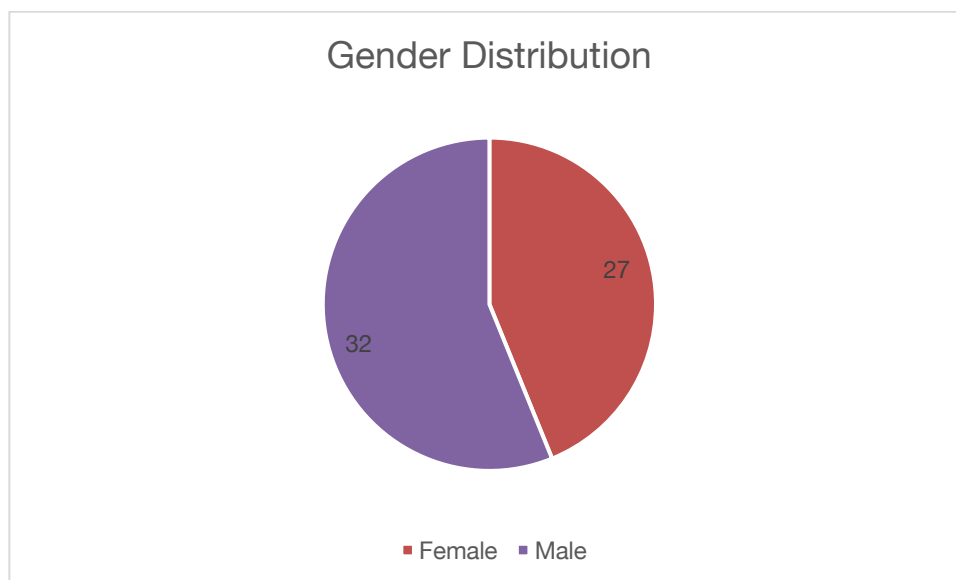
Dr Hariom pandey	9	9	9.2	9.2	9.2	9.2	9	9.11
Dr. Ambrish Rai	9	9	9.2	9.2	9.2	9.2	9	9.11
Dr. Nishat Anjum	8.5	9	9	9	9	8.5	7.5	8.64
Dr. Satish Pant	8.5	8.5	8.5	8.5	9	9	9.5	8.79
Dr. Harish C. Thap- liyal	9	9	9.2	9.2	9.2	9.2	9	9.11

### **Field Visit Evaluation: - 36th Batch of EAT Date: 31<sup>st</sup> May 2024**

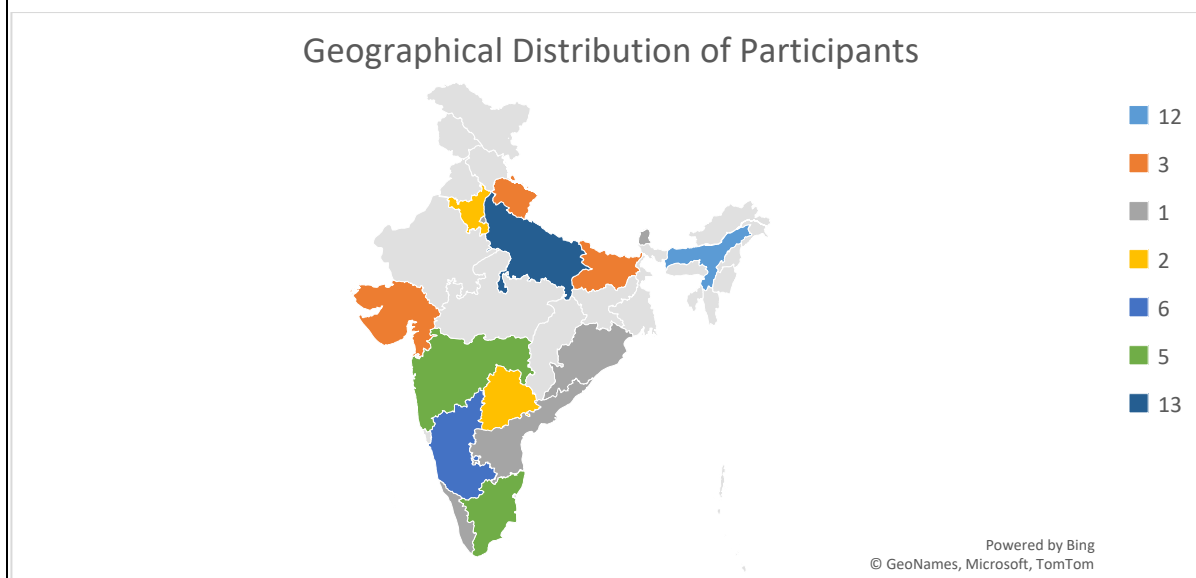
Group number	Understanding of NQAS	Technical knowledge	Assessment Methodology	Team Coordination and Management	Completion of presentation	Score out of 25
Group 1	5	5	5	4	4	23
Group 2	3.5	4	4	4	3	18.5
Group 3	4	4	4	4	4	20
Group 4	3.5	4	3.5	4	4	19
Group 5	4.2	4.2	4.2	4.2	4	20.8
Group 6	4	4	3.75	4	5	20.75
Group 7	5	5	5	5	4	24
Group 8	4.5	5	5	5	5	24.5
Group 9	4	4	4	4	4	20
Group 10	4	3.5	3.5	4	5	20
Group 11	4	5	5	5	4	23

## Annexure A

### A. Gender Wise Participation



### B. Geography wise Distribution



## TRAINING AGENDA



### Agenda

# **36<sup>th</sup> Batch of NQAS External Assessors' Training for National Quality Assurance Standards**

**27<sup>th</sup> May – 1<sup>st</sup> June 2024**

**Venue: Chintan Hall, First Floor, NHSRC**





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**Day 1-27<sup>th</sup> May 2024**

Time	Topic	Resource Person
08:30 AM onwards	Registration	QPS Team
09:00 AM – 09:30 AM	Pre-Training Evaluation	QPS Team
<b>Inaugural session</b>		
09:30AM - 09:40AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor- QPS
09:40AM- 09:45AM	<b>Lamp Lighting</b>	
09:45AM-09:50AM	Address by Chief Guest	Dr G B Singh Advisor CP-CPHC
09:50AM – 10:25AM	Introduction of Participants	
10:25AM-10:30AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant- QPS
<b>10:30 AM - 11:00 AM</b>	<b>Group Photograph followed by Tea</b>	
11:00AM-12:15PM	Overview of Quality in Public Health System	Dr J.N. Srivastava Advisor – QPS
12:15 PM -01:30 PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant – QPS
<b>01:30 PM – 02:00 PM</b>	<b>Lunch</b>	
02:00 PM – 03:00 PM	Measurement Systems under National Quality Assurance Standards	Ms. Vinny Arora Lead Consultant - CU
03:00 PM – 03:10 PM	Brief about Exercises	Dr Deepika Sharma Lead Consultant - QPS
03:10 PM – 04:00 PM	Exercise on Intent of Area of Concern	QPS Team
<b>04:00 PM – 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM – 05:30 PM	Exercise on Measurement Systems	QPS Team



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### Day 2-28<sup>th</sup> May 2024

Time	Topic	Resource Person
09:00 AM – 09:15 AM	Recap	QPS Team
09:15 AM – 10:15 AM	Area of Concern A -Service Provision	Dr Chinmayee Swain Senior Consultant-QPS
10:15 AM – 11:00 AM	Area of Concern B – Patient Rights	Dr Abhay Dahiya Consultant -QPS
<b>11:00 AM – 11:15 AM</b>	<b>Tea Break</b>	
11:15 AM – 12:15 PM	Area of Concern C – Inputs	Dr Anupjyoti Basistha Sr Consultant-QPS, RRCNE
12:15 PM – 01:15 PM	Area of Concern D – Support Services	Mr Ranjith Menon Health Specialist - ADB
<b>01:15 PM – 02:00 PM</b>	<b>Lunch</b>	
02:00 PM – 03:00 PM	Area of Concern E: General Clinical Services (E1-E9) *	Dr Annapoorna K N Consultant – QPS
03:00 PM – 04:00 PM	Exercise on Area of Concern A & B	QPS Team
<b>04:00 PM – 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM – 05:30 PM	Exercise on Area of Concern C & D	QPS Team

#### \*General Clinical Services

- E1 – Registration, Consultation & Admission
- E2 -Clinical Assessment, Reassessment & Treatment Plan Preparation
- E3 – Continuity of care of patient & referral
- E4 – Nursing Care
- E5 – High Risk & Vulnerable Patients
- E6 – Rational prescribing & use of medicines
- E7 – Safe drugs administration
- E8 – Maintenance, updating & storage of patient's clinical records.
- E9 – Discharge of patients



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### Day 3- 29<sup>th</sup> May 2024

Time	Topic	Resource Person
09:00 AM – 09:15 AM	Recap	
09:15 AM – 11:15 AM	Area of Concern G – Quality Management System- I	Dr Deepika Sharma Lead Consultant – QPS
<b>11:15 AM – 11:30 AM</b>	<b>Tea Break</b>	
11:30 AM - 12:30 PM	Area of Concern E – Specific Clinical Services under NQAS (E17-E19) *	Dr Anupa Khanna Vig External Faculty
12:30 PM – 01:15 PM	Area of Concern E: Specific Clinical Services under NQAS (E20 -E22) **	Dr Anupa Khanna Vig External faculty
<b>01:15 PM – 02:00 PM</b>	<b>Lunch</b>	
02:00 PM – 03:00 PM	Area of Concern F – Infection Control	Dr Neeraj Gautam Sr Consultant-CU
03:00 PM – 03:45 PM	Area of Concern H: Outcome Indicators under NQAS	Dr Vineeta Consultant - QPS
<b>03:45 PM – 04:00 PM</b>	<b>Tea Break</b>	
04:00 PM – 05:30 PM	Exercise on Area of Concern E – Primary & Secondary Care	QPS Team

#### \*Maternal Health Services

E17- Antenatal Care

E18 – Intranatal Care

E19 – Postnatal Care

#### \*\*Specific Clinical Services

E20 – Newborn, Infant & Child Health Care

E21 – Abortion & Family Planning

E22 – Adolescent, Reproductive & Sexual Health



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### Day 4- 30<sup>th</sup> May 2024

Time	Topic	Resource Person
09:00 AM – 09:15 AM	Recap	QPS Team
09:15 AM – 10:30 AM	Area of Concern G: Quality Management System – II	Dr Deepika Sharma Lead Consultant - QPS
<b>10:30 AM – 10:45 AM</b>	<b>Tea Break</b>	
10:45 AM – 11:30 AM	Key components of Report Writing with exercise	Dr Ranjeet Mandal Ext Consultant-QPS
11:30 AM – 12:15 PM	NQAS assessment at Ayushman Arogya Mandir- Sub Health Centres	Dr Ananth Kumar Lead Consultant-CP-CPHC
12:15 PM – 01:30 PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta External faculty
<b>01:30 PM – 02:15 PM</b>	<b>Lunch</b>	
02:15 PM – 03:00 PM	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam Sr Consultant - CU
03:00 PM - 04:00 PM	Area of Concern E: Specific Clinical Services under NQAS(E10 – E16 & E24)***	Dr J.N. Srivastava Advisor – QPS
04:00 PM – 04:45 PM	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Dr Abhay Dahiya Consultant - QPS
<b>04:45 PM – 05:00 PM</b>	<b>Tea Break</b>	
05:00 PM – 05:15 PM	Briefing about the field visit & groupwork	Dr Navee Kumar Consultant - QPS
05:15 PM – 05:30 PM	Role Play	QPS Team

\*\*\*Specific Clinical Services

E10 – Intensive Care

E11 – Emergency Services & Disaster Management

E12 – Diagnostic Services

E13 – Blood Bank storage, management & transfusion

E14 – Anesthetic Services

E15 – Operation Theatre Services

E16 – Management of death & bodies of deceased patients

E24 – Hemodialysis Services





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Day 5 -31 <sup>st</sup> May 2024		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
<b>01:00 PM – 02:00 PM</b>	<b>Lunch</b>	
02:00 PM – 04:00 PM	Scoring, Analysis and Report Writing of the Field Visit	QPS Team
<b>04:00 PM – 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM – 05:45 PM	Presentation & Discussion on Field Visit	Participants and QPS Team

Day 6 – 1 <sup>st</sup> June 2024		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr Deepika Sharma Lead Consultant -QPS
<b>10:00 AM – 10:30 AM</b>	<b>Tea Break</b>	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
<b>01:30 PM onwards</b>	<b>Lunch</b>	



## NAME OF PARTICIPANTS

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**Annexure III : NAME OF PARTICIPANTS FOR RE-EXAMINATION**

S.no	Full Name	Gender	State
1	Dr. Prabal Kumar	Male	Rajasthan
2	Dr. Rajendra Sharma	Male	Rajasthan
3	Dr. Harvinder Kaur	Female	New Delhi

## Annexure IV

### LIST OF QUALIFIED PARTICIPANTS

S.No	Name of Participants	State/UT
1	Dr HARISH C THAPLIYAL	UTTARAKHAND
2	Dr SACHENDRA RAJ	UTTAR PRADESH
3	DR SATISH PANT	UTTARAKHAND
4	DR AMBRISH KUMAR RAI	UTTAR PRADESH
5	DR PRIYANKA TRIPATHI	UTTAR PRADESH
6	DR ANGSHUMAN NAG	ASSAM
7	DR SURYANSHU OJHA	UTTAR PRADESH
8	DR NISHAT ANJUM	UTTARAKHAND
9	MS. KUNCHEE HANNAH JAY-ASEELI	KARNATAKA
10	DR VINEET KUMAR	HARYANA
11	DR SAMIPJYOTI BORA	ASSAM
12	DR RAVI SHANKAR	BIHAR
13	MS JUFIN SULTANA	ASSAM
14	DR PRANJAL PROTIM GOGOI	ASSAM
15	SATHYAVATHI M S	TELANGANA
16	PROF ANIL KUMAR SHARMA	GUJARAT
17	DR SHOBHA GAIKWAD	MAHARASHTRA
18	DR PREETI PUNATAR	GUJARAT
19	DR RAMSAMUJH CHAUDHARY	UTTAR PRADESH
20	T VASUNDHARA TULASI	TELANGANA
21	DR PRABAL KUMAR	RAJASTHAN
22	DR JAHANARA KHANAM	ASSAM
23	DR PRAKASH D VAISHNAV	GUJARAT
24	DR HARI OM PANDEY	UTTAR PRADESH
25	DR HARVINDER KAUR	NEW DELHI
26	MS CHRIS HEPZIBAH	TAMIL NADU
27	VIJAYALAXMI NEGINHAL	KARNATAKA
28	DR ASHUTOSH PRATAP SINGH	UTTAR PRADESH
29	DR PRATIBHA ATHARE	MAHARASHTRA
30	LT COL LOVELY ANTONY	KERALA
31	DR CHANDAN SHARMA	ASSAM
32	SHASHIDHARA YN	KARNATAKA
33	DR ANURAG GAUTAM	UTTAR PRADESH
34	DR PRAMOD KUMAR	BIHAR
35	MS. EDWINA PEREIRA	KARNATAKA
36	DR TAUQEER NABI	UTTAR PRADESH

37	MS MARYANN WASHINGTON	KARNATAKA
38	NESAM CHRITINA	TAMIL NADU
39	DR MAHADEO B SHINDE	MAHARASHTRA
40	BRIJESH KUMAR	UTTAR PRADESH
41	TENEPALLI DEVI PRIYA	ANDHRA PRADESH
42	DR REETA DAR	HARYANA
43	DR MOMRAJ ALI SHEIKH	ASSAM
44	AMIT SHUKLA	UTTAR PRADESH
45	NIGHTINGALE M	TAMIL NADU